



SW Region's "Eye on Training" is on
NATIONAL SECURITY PERSONNEL SYSTEM (NSPS)

INTERPERSONAL COMMUNICATIONS

Army has identified four core competencies (Change Management, Interpersonal Communications, Coaching and Counseling, and Performance Management) that will assist supervisors and employees with the implementation of NSPS.

SW Region is pleased to offer Conflict Resolution for Managers on 8 November 2005 via VTT at no cost.

The SW Region is funding the tuition costs to participate. Off net sites will fund the off-net charges as appropriate.

Learning Objectives:

Understand and use the five styles of conflict management so that one can transition easily to that style which can best control the situation.

- Increase your understanding of conflict, thus be better equipped to cope with anger in the workplace or explosive situations.
- Identify personal attitudes about managing anger and conflict in personal and business settings in order to be more proactive in defusing things before they become big.
- Identify the conflict and anger tendencies and tactics used by men, women, and persons of different races, nationalities, and backgrounds so that misunderstandings are minimized.
- Utilize a conflict and anger resolution model with difficult people.
- Practically apply the seven negotiation styles through an increased understanding of the strengths and weaknesses of each style.
- Strengthen and build relationships by using learned tools for handling tough situations.

Conflict Resolution for Managers

8 November 2005
0830-1600 CST

Vendor: National Seminars Group
Instructor: Don Hancock



REGISTRATION INFORMATION

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Customer Feedback

Your feedback and comments are valuable to us.



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